

# Capability Scotland Edinburgh Support Service

Units 9-15 SPACE  
11 Harewood Road  
Edinburgh  
EH16 4NT

Telephone: 01316 611 212

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
26 January 2023

**Service provided by:**  
Capability Scotland

**Service provider number:**  
SP2003000203

**Service no:**  
CS2003011114

## About the service

Capability Scotland Edinburgh (Craigmillar) service is run by Capability Scotland.

It provides support for adults over the age of 16 with physical disabilities, learning disabilities and sensory impairment. The service operates Monday to Friday.

Support is provided on the premises, in the community and in people's own homes (care at home). There are opportunities for people to participate in a range of creative activities, for example, arts and crafts, music, intelligent technology, as well as engage in other social and leisure pursuits which promote personal development.

## About the inspection

This was a short notice inspection which took place between 16 and 26 January 2023. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with all of the people attending the service
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents.

**Key messages**

- People were supported by staff who knew them well.
- People's abilities and wishes were recognised.
- People were involved in care planning and reviews.
- People's health benefited from receiving the right care.
- The service had a clear improvement plan which built on the service strengths.

**From this inspection we evaluated this service as:**

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people. This performance does not require significant adjustment.

People experienced compassion, dignity and respect by a staff team who knew them well. People's abilities were recognised and this gave them a sense of inclusion and self-worth. Good relationships were formed between staff and clients and this helped people achieve their potential.

Staff spoke with a sense of pleasure and satisfaction when they discussed their role and demonstrated the values of dignity, respect and compassion.

People were involved in developing their own care plan, risk assessments and reviews and all aspects of the service, including recruitment of staff. Views were used to ensure that they received the right care and support and to develop wider aspects of the service.

During the COVID-19 pandemic the service adapted the service imaginatively. Together with those they supported, staff made sure that clients continued to receive a service in their own homes. This helped people stay connected and reduced social isolation.

People's health benefited from their care and support because staff understood their needs. People were supported to attend appointments and referrals were made to a range of healthcare professionals. The team were supported by an in-house OT (Occupational Therapist), who checked that people had suitable equipment and staff had information about helping support people's positioning. This meant that people were supported to maintain their health and reduced the complications of immobility. Staff were well trained and had the skills and knowledge to support people with a range of complex needs. People could be assured the staff recognised and called for support from specialists when needed. This means that people could get the right help to maintain their health and wellbeing when they needed it.

People were protected from the risks of infection. Staff were trained in infection prevention and control, they had access to Personal Protective Equipment (PPE) and knew how and when it should be used. The service had clear plans to allow them to respond to outbreaks of infection. This meant the infection risks to people using the service were minimised.

## How good is our leadership?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people. This performance does not require significant adjustment.

A range of quality assurance processes helped the manager and provider to continually evaluate the service. Issues identified, along with feedback from people using the service, helped in the development of the improvement plan and helped to prioritise, direct and support improvement.

The manager led quality assurance and improvement. The provider and manager were aware of the strengths in the service and had a clear plan of where and how to make improvements. The plan was comprehensive and covered all aspects of the service and set out the steps to take to make improvements a

reality. This meant that people's experiences would continue to be positive and the service would continue to improve.

People's views were sought as part of the quality assurance process. People could be confident that any feedback which they gave was used to improve their care and the wider service. This meant that those leading the service understood the value of feedback and were responsive in using learning to improve.

Internal communication was very good throughout the service. The manager worked alongside staff daily so understood how to develop and support individuals. This meant that staff understood their role and delivered very good personalised care and support.

The manager and operational managers had common goals and had regular contact.

Very good communication systems for relatives allowed them to easily contact the manager and share their views and comments. Where adjustments were needed to the service, these were carried out. This meant that the manager was responsive and was willing to act quickly to improve the service people received.

The Care Inspectorate asks for notifications to be made for various events in care services. Following discussion and clarification on what is required to be reported, this was acknowledged by the manager and reporting was agreed which will be monitored before the next inspection.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

Quality assurance based service review should be held at a minimum of six monthly intervals. Reviews should appraise care goals and outcomes arising from support and reflect the views of the service user/ family representative.

Health and Social Care Standards: my support, my life-Published: 9 Jun 2017.

Standard 2- I am fully involved in all decisions about my care and support:

2.17 I am fully involved in developing and reviewing my personal plan, which is always available to me.

2.11 My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions.

2.12 If I am unable to make my own decisions at any time, the views of those who know my wishes, such as my carer, independent advocate, formal or informal representative, are sought and taken into account sought and taken into account.

**This area for improvement was made on 11 June 2019.**

#### Action taken since then

The provider had carried out reviews with further dates identified.

People/families were involved in reviews.

There was work ongoing to improve some care plans to ensure that goals were set and achievable according to the wishes of the individual.

We were satisfied that sufficient progress had been made.

**This AFI was met.**

## Previous area for improvement 2

All care plans should be up-to-date and fully reflect the care needs of the supported person, with a detailed outline of risk management protocols in response to presenting issues.

Health and Social Care Standards: my support, my life-Published: 9 Jun 2017.

Standard 1- I experience high quality care and support that is right for me:

1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

Standard 4: I have confidence in the organisation providing my care and support:

4.14 My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

**This area for improvement was made on 11 June 2019.**

### Action taken since then

Care plans sampled were clear, easy to follow, with risk assessments and care details. Work was continuing to ensure that all plans were updated in a new format.

We were satisfied that sufficient progress had been made.

**This AFI was met.**

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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